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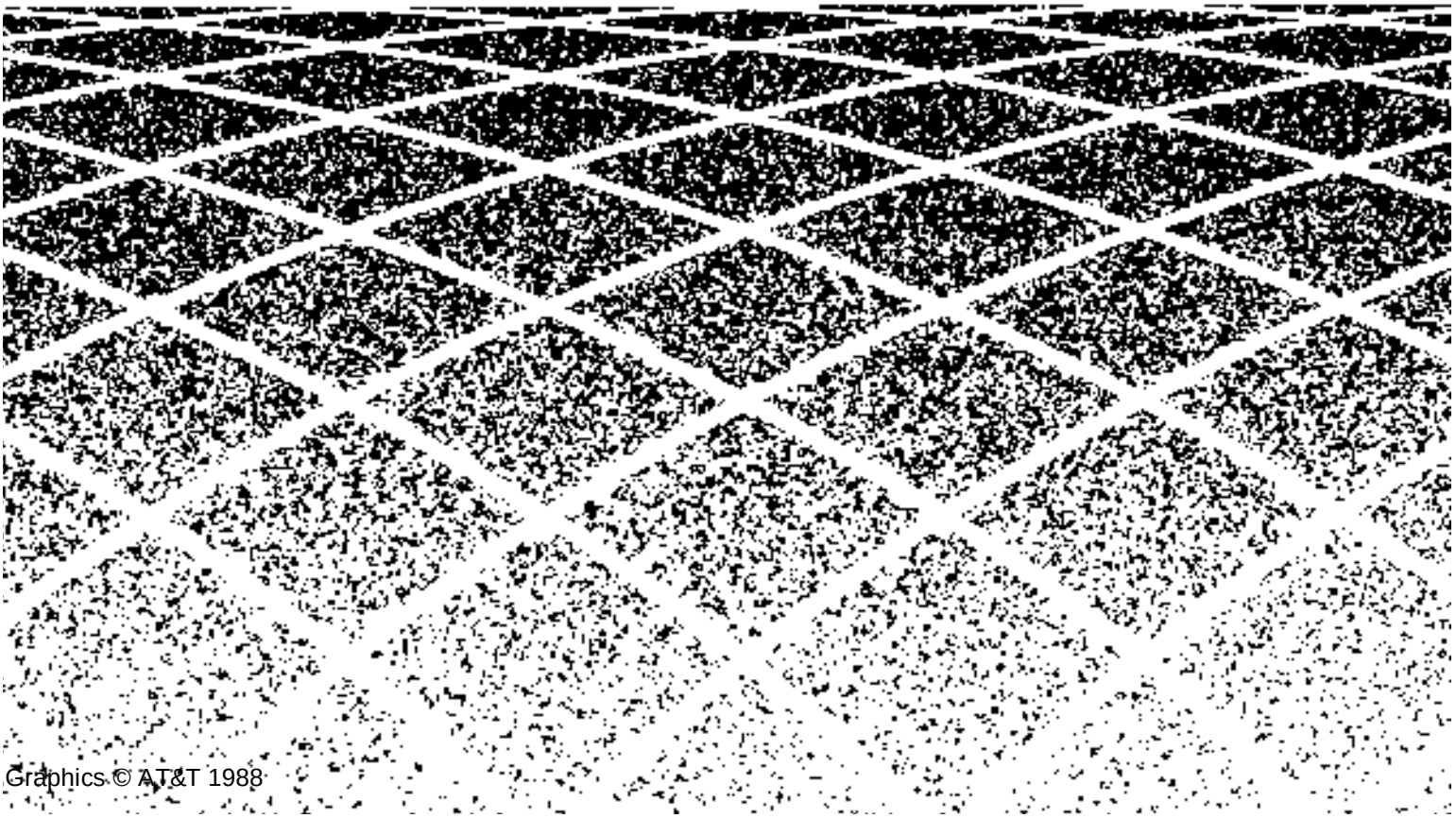
8434 Voice Terminal
Quick Reference



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8434 Voice Terminal Quick Reference

This 8434 Voice Terminal Quick Reference shows you how to access the following features available on the GuestWorks™ *server*:

- Abbreviated Dialing
- Automatic Callback
- Bridging
- Call Forwarding
- Call Park
- Call Pickup
- Conference
- Consult
- Directory (Display Feature)
- Display, Softkeys, and Control Buttons
- Drop
- Exit (Display Feature)
- Hold
- Inspect (Display Feature)
- Intercom (Automatic/Dial)
- Last Number Dialed (Redial)
- Leave Word Calling

- Manual Exclusion
- Message Retrieval (Display Feature)
- Mute
- Normal (Display Feature)
- Priority Calling
- Reset Speakerphone
- Select Ringing Pattern
- Self-Test
- Send All Calls
- Speaker and Speakerphone
- Stored Number (Display Feature)
- Time/Date (Display Feature)
- Timer (Display Feature)
- Transfer
- Volume Control

Conventions

The following conventions are used in this document:

- Buttons you press on the voice terminal are shown as follows:

  Speaker

- When referring to the softkey buttons on the display, those buttons are shown as `CFrwd`.
- The term “dial keypad” refers to the touch-tone keypad where you dial (enter) telephone numbers and feature access codes.

- The phrase “go off-hook” means that you must lift the handset, or press the Speaker button. The phrase “go on-hook” means that you must replace the handset on the handset cradle, or press the Speaker button.
- For most of the procedures given in this document, you are instructed to go off-hook to access the feature. This is not always required, especially when you are cancelling or deactivating a feature using the softkeys or the feature buttons.
- If your voice terminal is an Attendant Backup position, you will have “console” permissions assigned to your voice terminal. This is done so you can do most of the tasks available from the standard attendant console.
- You will hear the following call progress tones during normal operation:
  - Dial tone — a steady tone you hear when you first select an idle call appearance.
  - Ringback — the normal ringing tone you hear after you dial a guest room or outside number.
  - Busy tone — a slow on-off-on-off tone you hear when the person you are calling is busy on their telephone.
  - Reorder tone — a fast on-off-on-off tone you hear when calling facilities are not available or out of order.
  - Confirmation tone — a three-burst tone you hear after successfully using a feature access code.
  - Intercept tone — a high-to-low tone you hear when a call or feature access code is not accepted.

- The following table lists the features you can use from your voice terminal. Your system administrator will give you a list of the feature access codes. Write them into this table.

Feature	Feature Access Code
Abbreviated Dialing Program Access Personal List 1 Access Personal List 2 Access Personal List 3 Access	
Automatic Callback Deactivate	
Call Forwarding - All Calls Activation Deactivation	
Call Forwarding - Busy/Don't Answer Activation Deactivation	
Call Park Activation Answer Back	
Call Pickup	
Last Number Dialed	
Leave Word Calling Send a Message Cancel a Message	
Priority Calling	
Send All Calls Activation Deactivation	

Abbreviated Dialing

The Abbreviated Dialing (AD) feature allows you to store phone numbers and feature access codes for repeated use. This section describes two different ways of storing AD numbers: automatic dialing buttons and personal AD lists. Automatic dialing buttons give you direct access to a designated number that is not stored on an AD list. Automatic dialing buttons must be activated through system administration before you can program a phone number for that button. Up to three personal lists can be assigned for each voice terminal.

Automatic Dialing Buttons

To program an automatic dialing button, do the following:

1. On a sheet of paper, write down the phone numbers and feature access codes you want to store.
2. Go off-hook.
   - You hear a dial tone.
3. Do one of the following:
   a. Press Menu, and then press `Prog`.
   b. Press Program.
   c. Dial the AD Program feature access code _____.
   - You hear a dial tone.
4. Press the feature button you wish to program.
   - You hear a dial tone.
5. Dial the phone number or feature access code you want to store (up to 24 digits).
6. Press #.
   - You hear a confirmation tone followed by a dial tone.
7. Go on-hook.

To place a call using an automatic dialing button, do the following:

1. Go off-hook.
   - You hear a dial tone.
2. Press an assigned Automatic Dialing button.
   - You hear a ringback tone.
   - The called number is displayed.

Personal AD Lists

To program a personal AD list item, do the following:

1. On a sheet of paper, write down the phone numbers and feature access codes you want to store.
2. Go off-hook.
   - You hear a dial tone.
3. Do one of the following:
   a. Press Menu, and then press `Prog`.
   b. Press Program.
   c. Dial the AD Program feature access code _____.
   - You hear a dial tone.
4. Dial the personal list number (1, 2, or 3).
   - You hear a dial tone.
5. Dial the list item (1, 2, 3, and so on).
   - You hear a dial tone.
6. Dial the phone number or feature access code you want to store (up to 24 digits).

7. Press (#).
    - You hear a confirmation tone followed by a dial tone.
8. Repeat Steps 5 through 7 if you want to program additional items on the same list.
9. Go on-hook when you are finished. Start over with Step 1 if you want to program items on a different personal list.

To place a call using a personal list item, do the following:

1. Go off hook.
    - You hear a dial tone.
2. Do one of the following:
    a. Press [Personal List].
    b. Dial the desired AD personal list feature access code _____ (this could be any of three feature access codes).
    - You hear a dial tone.
3. Dial the desired AD list item (1, 2, 3, and so on).
    - You hear a ringback tone.

Automatic Callback

The Automatic Callback feature allows you to automatically queue a recall to an extension that is busy, does not answer, or returns a Call Waiting ringback tone. When the queued extension becomes available, a callback is made to your voice terminal.

NOTE:
An Automatic Callback request is automatically cancelled after 30 minutes.

To use the Automatic Callback feature, do the following:

1. After you hear a ringback tone or a busy tone, do one of the following:
   a. Press Menu, and then press AutCB.
   b. Press Auto Callback.
   - You hear a confirmation tone.
2. Go on-hook.
   - When the called telephone becomes available again, your telephone rings with priority ringing (a 3-burst ringback).
3. Go off-hook.
   - You hear a ringback tone and the call is placed to the number you originally called.

If you decide that you want to cancel the Automatic Callback request, do one of the following:

1. While on-hook, do one of the following:
   a. Press Menu, and then press AutCB.
   b. Press Auto Callback.
2. Go off-hook and dial the Automatic Callback deactivation feature access code _____.

Bridging

You may have a “bridged” call appearance for someone else’s voice terminal assigned to your voice terminal. When you press this call appearance, it operates as if you were at that person’s voice terminal. You can use this bridged call appearance to answer calls, make calls, or bridge on to an existing call.

To access the bridged appearance to answer a call, make a call, or bridge on to an existing call, do the following:

1. Go off-hook.
   - You hear a dial tone.
2. Press the bridged call appearance button.
   - You hear a dial tone from the bridged call appearance, are connected to an incoming call, or are bridged onto an existing call.

Call Forwarding

There are two Call Forwarding features you can use: Call Forwarding - All Calls and Call Forwarding - Busy/Don't Answer. Call Forwarding - All Calls causes calls to your voice terminal to be forwarded immediately to a different telephone number. Call Forwarding - Busy/Don't Answer causes calls to your voice terminal to be forwarded to a different telephone number only if you do not answer or if your line is busy.

SECURITY ALERT:

Call Forwarding - All Calls and Call Forwarding - Busy/Don't Answer are not recommended for use to extend calls to "out of hotel" sites due to the potential for toll fraud. Reliable call disconnect from your local service provider's central switching office may not always be possible, thus, allowing dial tone to be returned to the caller and toll fraud to occur.

To forward calls to another telephone number, do the following:

1. Go off-hook.
   - You hear a dial tone.
2. Do one of the following:
   a. Press Menu, and then press `CFwrd`.
   b. Press Call Fwd.

c. Dial the Call Forwarding - All Calls feature access code _____ or the Call Forwarding - Busy/Don't Answer feature access code _____.

- You hear a dial tone.

3. If your voice terminal is administered with "console" permissions, dial your own extension number. Otherwise, go to Step 4.
   - You hear a dial tone.
4. Dial the telephone number to where the calls will be forwarded.
   - You hear a confirmation tone.
5. Go on-hook.

To cancel either type of Call Forwarding, do the following:

1. Go off-hook.
   - You hear a dial tone.
2. Do one of the following:
   a. Press Menu, and then press `CFwrd`.
      - You hear a dial tone. Continue with Step 4.
   b. Press Call Fwd.
      - You hear a confirmation tone. Continue with Step 4.
   c. Dial the Call Forwarding deactivation feature access code _____.
      - You hear a dial tone. Continue with Step 3.
3. If your voice terminal is administered with "console" permissions, dial your own extension number.
   - You hear a confirmation tone.
4. Go on-hook.

Call Park

The Call Park feature allows you to park a call on the server, and then reconnect the call using your voice terminal or a different voice terminal.

To park a call at your extension (for retrieval from any extension), do the following:

1. While active on a call, press Transfer.
   - You hear a dial tone.
2. Do one of the following:
   a. Press Menu, and then press `CPark`.
   b. Press Call Park.
   c. Dial the Call Park feature access code _____.
   - You hear a confirmation tone.
3. Press Transfer again.
   - You hear silence.
4. Go on-hook.

To return to a call parked at your extension, do the following:

1. Go off-hook.
   - You hear a dial tone.
2. Do one of the following:
   a. Press Call Park.
      - You hear a confirmation tone, and then you are connected to the parked call.
   b. Dial the Answer Back feature access code _____.
      - You hear a dial tone. Continue with Step 3.

3. Dial your own extension number.
    - You hear a confirmation tone, and then you are connected to the parked call.

To retrieve a call parked at a different extension, do the following:

1. Go off-hook.
    - You hear a dial tone.
2. Dial the Answer Back feature access code _____.
    - You hear a dial tone.
3. Dial the extension number of the person that parked the call.
    - You hear a confirmation tone, and then you are connected to the parked call.

Call Pickup

The Call Pickup feature allows you to answer calls intended for other extension numbers within your Call Pickup group. Call Pickup groups are established so that when one member of a group is gone, other members of the group can answer that member's calls. A Call Pickup group usually consists of people who are located in the same area or have similar functions (such as the front office staff).

To answer a call placed to a member of your pickup group when your voice terminal is idle, do the following:

1. Go off-hook.
    - You hear a dial tone.

2. Do one of the following:
    a. Press [Menu], and then press CPkUp.
    b. Press [Call Pickup].
    c. Dial the Call Pickup feature access code _____.
    - You are connected to the incoming call.

To pick up a call when you are already active on another call, do the following:

1. Press [Hold].
    - The current call is placed on hold, and the green status lamp at the call appearance flutters.
2. Do one of the following:
    a. Press [Menu], and then press CPkUp.
    b. Press [Call Pickup].
    c. Dial the Call Pickup feature access code _____.
    - You are connected to the incoming call.

Conference

The Conference feature allows you to set up a six-party conference call without attendant assistance. You cannot create a conference call when the first party is the attendant.

To establish conference call while on a two-party call, do the following:

1. Press [Conf].
    - The existing call is put on hold and you hear a dial tone.

2. Dial the number of the new party, and wait for an answer.
    - You can privately discuss the call with the new party at this time. If you want to establish the conference call, continue with Step 3.

      If there is no answer or the line is busy, press the held call appearance button to return to the held call.
3. Press Conf again.
    - All parties are connected on the conference call.
4. Repeat Steps 1 through 3 to add more parties to the conference call.

To create a conference call when you have a call on hold and you have a second active call, do the following:

1. Press Conf.
    - The active call goes on hold, and you hear a dial tone.
2. Press the call appearance button of the call originally on hold (the first call).
    - You are reconnected to your first caller.
3. Press Conf again.
    - All three parties are now connected in a conference call.

To drop the last party added to a conference call:

1. Press Drop.
    - The last party added to the conference call is dropped from the call.

Consult

In a hotel front office, you may be required to answer calls for other coworkers. If so, calls intended for those coworkers may be redirected to you by the Call Coverage feature. These calls can be answered the same as any other call. During the call, you may need to leave a message for your coworker or consult with them about the call.

To leave a message for a coworker to call the original caller's extension, do the following:

1. Press the Cover Callback button while connected to the call.
   - You hear a confirmation tone.

To talk privately with a coworker after answering a redirected call, do the following:

1. Press Transfer.
   - The call is placed on hold, and you hear a dial tone.
2. Do one of the following:
   a. Press Menu, and then press `Cnslt`.
   b. Press Consult.
   c. Dial your coworker’s extension.
   - You hear a ringback tone.
   - The call rings at your coworker’s extension with priority ringing.
3. You can privately discuss the call. If your coworker is not available, press the held call appearance to reconnect the call.
4. Do one of the following:
   a. Press Transfer to transfer the call to your coworker.
   b. Press Conf to create a conference call.

Directory (Display Feature)

You can search the server's names directory from your voice terminal and place calls to coworkers or guests after displaying their name.

To search the directory for a name, do the following:

1. Do one of the following:
   a. Press Menu, and then press `Dir`.
   b. Press Directory.
2. Dial the keypad digits that correspond to the letters used to spell the name for the person you want to locate. You can use any of the formats listed below:
   - Last name, first name (for example, *Grimaldi, Damian*; use # instead of the comma).
   - First name last name (for example, *Damian Grimaldi*).
   - Single name of an organization or group (for example, *housekeeping*).

   NOTE:
   When you dial the keypad digit for the first letter of a name, the first name that matches that letter displays on the console. You can either continue to dial keypad digits to spell the rest of the name, or you can use the Next button to scroll down the alphabetical list of names in the directory.
3. If you enter a name that is not found in the directory, the display panel tells you that no corresponding name was found.
4. When the desired name is displayed, press Call to call that person.
5. To exit the directory, press the Normal Mode button.

The following special conditions apply when you use the keypad digits with the Integrated Directory feature:

- Use # for a space and a comma.
- Use 7 for the letter Q.
- Use 9 for the letter Z.

Display, Softkeys, and Control Buttons

Entering Softkey Mode and Viewing the Three Feature Option Screens

There are three separate feature option screens. Each of these screens allows you to select from five different features for a total of 15 features. There are more than 15 features available from the server; ask your system administrator to give you the features you need most.

You can enter the Softkey Mode by pressing the display option button labeled Menu. The following is an example of a feature option screen:

```
                                        v
  CFrwd    LWC   CnLWC    TmDay   PCall
```

The top line of each feature option screen shows you the status of each of the features. An arrow appears above the feature name or abbreviation if the feature is active. If there is no arrow above the feature, the feature is not active. In the above example, the Automatic Callback feature is active.

The second line on each feature option screen shows the features you can access. To use any of these features, you must press the softkey below the feature name or abbreviation. For example, on the feature option screen shown previously, you can leave a message for another extension to call you back by pressing the softkey below LWC (the Leave Word Calling feature). If you want to

cancel the message, press the softkey below CnLWC (the Cancel Leave Word Calling feature).

To see the next set of features, press the display control button labeled Next >; to see the previous set, press the display control button labeled < Prev. Press Next > or < Prev until the feature you want to use appears on the display.

Using the Softkeys to Activate a Feature

To access a feature with the softkeys (Priority Calling is used in this example), do the following:

1. Go off-hook.
   - You hear a dial tone.
2. Press Menu.
3. Press Next >.
4. Press PCall, and then dial the extension.
   - The display shows the following:

     When both parties hang up from the call, the arrow above PCall disappears.
5. Press Exit to exit from the softkey mode.

Other Softkey Features That May Be On Your Display

The following table lists all the softkey features that may be administered for your voice terminal:

Abbreviation	Feature
AD	Abbreviated Dialing button
AutCB	Automatic Callback
CFrwd	Call Forwarding - All Calls
CnLWC	Leave Word Calling - Cancel a Message
Cnslt	Consult
CPark	Call Park
CPkUp	Call Pickup
Dir	Names Directory
Excl	Manual Exclusion
HFAns	Internal Auto Answer
IAuto	Automatic Intercom
IDial	Dial Intercom
Inspt	Inspect
Last	Last Number Dialed
LWC	Leave Word Calling - Send a Message
Mark	Mark function for Abbreviated Dialing
Pause	Pause function for Abbreviated Dialing
PCall	Priority Calling
Prog	Program function for Abbreviated Dialing
RngOf	Ringer Cutoff
SAC	Send All Calls
SFunc	Special function for Abbreviated Dialing

Abbreviation	Feature
Spres	Suppress for Abbreviated Dialing
Stop	Stop/indefinite wait for Abbreviated Dialing
Timer	Call duration timer
TmDay	Display date and time
View	View stored number
Wait	Wait function for Abbreviated Dialing

Drop

The Drop feature allows you to disconnect the current call with one push of a button.

To drop the current call, do the following:

1. Press Drop.
   - You hear a dial tone.

Exit (Display Feature)

To exit any display feature and return to normal display, do the following:

1. Press Exit.

Hold

The Hold feature allows you to put your current call on hold while you answer another call, make a call, or perform some other task.

To place a call on hold, do the following:

1. Press Hold.
    - The current call is placed on hold.
    - The green status lamp at the call appearance flutters.

To place a call on hold and answer a new call, do the following:

1. Press Hold.
    - The current call is placed on hold.
    - The green status lamp at the call appearance flutters.
    - The display goes blank
2. Press the call appearance button of the incoming call.
    - You are connected to the incoming call.

To return to a held call, do the following:

1. Press the call appearance button of the held call.
    - You are reconnected to the held call.
    - The display shows the caller information.

Inspect (Display Feature)

The Inspect feature allows you to see the names and phone numbers of calls you have on hold without reconnecting to the call.

To see who is on hold, do the following:

1. Do one of the following:
   a. Press Menu, and then press `Inspt`.
   b. Press Inspect.
2. Press the call appearance button of the held call.
   - The call information is displayed.
3. To return to the held call, press Exit, and then press the call appearance button of the held call.
   - You are connected to the held call.

Intercom (Automatic/Dial)

The Intercom feature allows you to call coworkers by pressing one button or a special access code.

To make a call to your predetermined Automatic Intercom partner, do the following:

1. Do one of the following:
   a. Press Menu, and then press `IAuto`.
   b. Press IcomAuto.
   - You hear a ringback tone.

To dial a call to a member of your Dial Intercom group, do the following:

1. Go off-hook.
   - You hear a dial tone.
2. Do one of the following:
   a. Press [Menu], and then press `IDial`.
   b. Press [IcomDial].
   - You hear a dial tone.
3. Dial your group member's 1- or 2-digit code.
   - You hear a ringback tone.

To answer an intercom call, do the following:

1. Go off-hook.
   - You are connected to the call.

Last Number Dialed (Redial)

The Last Number Dialed (Redial) feature allows you to redial the last number you dialed.

To use Last Number Dialed, do the following:

1. Go off-hook.
   - You hear a dial tone.
2. Do one of the following:
   a. Press [Menu], and then press `Last`.
   b. Press [Last Dialed].
   c. Dial the Last Number Dialed feature access code _____.
   - A call is placed to the last number you dialed.

Leave Word Calling

The Leave Word Calling (LWC) feature allows you to leave a standard “call me back” message to other users on the server. When a message is created, the user’s message waiting lamp goes on.

To leave a message after dialing an extension (when your call is not answered, you hear a coverage tone or a busy tone, or you have been put on hold), do the following:

1. Do one of the following:
   a. Press Menu, and then press LWC.
   b. Press LWC.
   - You hear a confirmation tone.
   - The message waiting lamp at the called extension goes on.
2. Go on-hook.

To leave a message without ringing an extension, do the following:

1. Go off-hook.
   - You hear a dial tone.
2. Do one of the following:
   a. Press Menu, and then press LWC.
   b. Press LWC.
   c. Dial the Leave Word Calling - Send a Message feature access code _____.
   - You hear a dial tone.
3. Dial the extension for which you want to leave a message.
   - You hear a confirmation tone.
4. Go on-hook.

To cancel a Leave Word Calling message:

1. Go off-hook.
   - You hear a dial tone.
2. Do one of the following:
   a. Press Menu, and then press `CnLWC`.
   b. Dial the Leave Word Calling - Cancel a Message feature access code _____.
   - You hear a dial tone.
3. Dial the extension for which you left a message.
   - You hear a confirmation tone.
   - Your Leave Word Calling Message is canceled.
4. Go on-hook.

Manual Exclusion

The Manual Exclusion feature prevents other voice terminal users from bridging on to your call. This feature operates for one call and is then cancelled.

To use this feature, do the following:

1. While active on a call, do one of the following:
   a. Press Menu, and then press `Excl`.
   b. Press Excl.
2. To cancel Manual Exclusion, do one of the following:
   a. Press Menu, and then press `Excl`.
   b. Press Excl.
   c. Go on-hook.

Message Retrieval (Display Feature)

The Message Retrieval feature allows you to retrieve your messages. If your server uses a voice mail system, you must follow local procedures to access those messages.

To view your messages when your message light is on, do the following:

1. Press Msg Rtrv.
   - The display shows that you have messages.
2. Press Next to see each message.
   - The display shows the name and number of each person that left a message.
3. Press Exit or Normal Mode to return to the normal operating mode.

To return a call to the message sender, do the following:

1. Go off-hook.
   - You hear a dial tone.
2. Press Call while the message is displayed.
   - You hear a ringback tone.

To delete the displayed message, do the following:

1. Press Delete.
   - The message is deleted.
2. Press Exit or Normal Mode to return to the normal operating mode.

To view a coworker's messages (can be during call with coworker), do the following:

1. Press Cov Msg Rtrv.
   - The display requests you to enter your coworker’s extension.

2. Dial your coworker's extension.
    - Their name is displayed.
3. Press Next.
    - Their first message is displayed.
4. Press Next to see each message.
    - The display shows the name and number of each person that left a message.
5. Press Exit or Normal Mode to return to the normal operating mode.

To return a call for a coworker to the displayed extension (while on a call with a coworker), do the following:

1. Press Transfer.
    - Your coworker is put on hold.
    - You hear a dial tone.
2. Press Call while the message is displayed.
    - You hear a ringback tone.
3. Press Transfer.
    - Your coworker is connected to the ringing call.

Mute

The Mute feature allows you to turn off the microphone on the handset and the speakerphone. This prevents other parties on the call from hearing you.

To turn on the Mute button, do the following:

1. Press the Mute button.
    - The red lamp next to the Mute button goes on.
    - The other parties on the call cannot hear you talking.

2. When you are ready to resume the conversation, press the Mute button.
   - The red lamp next to the Mute button goes off.
   - The other parties on the call can hear you talking.

Normal (Display Feature)

To exit any display feature and return to normal display, do the following:

1. Press Exit.

Priority Calling

The Priority Calling feature allows you to ring another voice terminal with special three-burst ringing (this ringing pattern will vary for some voice terminals). This identifies the call as important, and the call should be answered immediately.

To place a priority call, do the following:

1. Go off-hook.
   - You hear a dial tone.
2. Do one of the following:
   a. Press Menu, and then press `PCall`.
   b. Press Priority.
   c. Dial the Priority Calling feature access code _____.
   - You hear a dial tone.
3. Dial the extension number.
   - You hear a ringback tone.
   - The call rings at the extension with priority ringing.

To change a regular call into a priority call (when you hear a busy tone or a ringback tone), do the following:

1. Do one of the following:
   a. Press Menu, and then press PCall.
   b. Press Priority.
      - You continue to hear ringback tone.
      - The ringing at the called extension changes to priority ringing.

Reset Speakerphone

You can adjust the speakerphone to the surrounding room acoustics to provide optimal performance. Use the Reset Speakerphone feature for the following reasons:

- When you move your voice terminal to another location (even in the same room).
- Whenever the red light next to Speaker is fluttering.

NOTE:
You may also use this feature when you are on a call in the unlikely event your speakerphone makes a squealing noise during the call. Your speakerphone will adjust itself to normal for that call (no tones will be heard). If there has been an interruption in power (such as the system has just been powered up, or you have connected the voice terminal at another location), the light next to Speaker flutters until you reset the speakerphone.

To adjust the speakerphone, do the following:

1. While on-hook, press Shift.
2. Press Speaker.
   - The speakerphone resets.

Select Ringing Pattern

You can select one of eight different ringing patterns for incoming calls. When there are several users in the same seating area, you can select a distinct ringing pattern so you can recognize when your voice terminal is ringing.

To select a ringing pattern, do the following:

1. While on-hook, press Shift, and then press Hold.
   - The current ringing pattern rings repeatedly.
   - The Shift lamp flashes.
   - The display shows the current ringing pattern number:

     ```
     SELECT RING PATTERN: 5
     ```

2. Press Hold repeatedly to step through the rest of the ringing patterns.
3. When you hear the ringing pattern you want to use, press Shift.
   - You hear two beeps which indicates that the change was accepted.

Self-Test

To test the lamps on your voice terminal, do the following:

1. Press and hold Test.
   - The lamps on the left side go on followed by the lamps on the right side.
2. Release Test to end the test.
   - All the lamps go off, except for the Test lamp, which stays green for a few seconds.

Send All Calls

The Send All Calls feature immediately redirects your calls to your predefined Call Coverage path. You can use this feature when you do not want to be disturbed. If a coverage path is not administered, this feature does not work.

To use Send All Calls, do the following:

1. Go off-hook.
   - You hear a dial tone.
2. Do one of the following:
   a. Press Menu, and then press SAC.
   b. Press Send All Calls.
   c. Dial the Send All Calls activation feature access code _____.
      - You hear a confirmation tone.
3. Go on-hook.

To cancel Send All Calls, do the following:

1. Go off-hook.
   - You hear a dial tone.
2. Do one of the following:
   a. Press Menu, and then press SAC.
   b. Press Send All Calls.
   c. Dial the Send All Calls deactivation feature access code _____.
      - You hear a confirmation tone.
3. Go on-hook.

Speaker and Speakerphone

Your voice terminal is equipped with a speakerphone that can be configured in a speak-and-listen mode or in a listen-only mode. If your voice terminal is configured for speak-and-listen, you can use it for all calls and features. If your voice terminal is configured for a listen-only, you can use it to access features or to listen to messages, but you must use the handset when talking on a call.

To use the speaker/speakerphone, do the following:

1. Press Speaker.
   - You hear a dial tone.
   - If your voice terminal has a listen-only speaker, the Mute lamp goes on to remind you that the speaker is in the listen-only mode.
2. Place a call or access a feature.

To turn off the speaker/speakerphone and use the handset, do the following:

1. Pick up the handset.
   - The speaker/speakerphone shuts off and the call goes through the handset.
2. Continue with your call.

To change from the handset to the speaker/speakerphone, do the following:

1. Press Speaker.
   - The speaker/speakerphone comes on and the call goes through the speaker/speakerphone.
2. Hang up the handset.

To end a call while using the speaker/speakerphone, do the following:

1. Press Speaker.

Stored Number (Display Feature)

The Stored Number feature allows you to view the number stored on an Abbreviated Dialing button.

To view a number stored on an AD button, do the following:

1. Do one of the following:
   a. Press Menu, and then press `View`.
   b. Press Stored.
2. Press the Abbreviated Dialing button you wish to view.
   - The display shows the stored number.
3. To view another stored button, repeat Step 2.
4. To return to the normal display, press Exit.

To see the number stored as a list item, do the following:

1. Do one of the following:
   a. Press Menu, and then press `View`.
   b. Press Stored.
2. Do one of the following:
   a. Press Personal List.
   b. Dial the desired AD personal list feature access code _____ (this could be any of three feature access codes).
3. Dial the selected list item (1, 2, 3...).
   - The display shows the stored number.
4. To return to the normal display, press Exit.

To see the number you last dialed, do the following:

1. Do one of the following:
   a. Press Menu, and then press `View`.
   b. Press Stored.
2. Do one of the following:
   a. Press Menu, and then press `Last`.
   b. Press Last Dialed.
   c. Dial the Last Number Dialed feature access code _____.
   - The last number you dialed is displayed.

Time/Date (Display Feature)

The Time/Date feature allows you to view the current date and time of day.

To see the date and time, do the following:

1. Do one of the following:
   a. Press Menu, and then press `TmDay`.
   b. Press Date/Time.
   - The date and time are displayed for 5 seconds.

Timer (Display Feature)

The Timer feature allows you to keep track of a call with a timer on the display.

To start or stop the timer, do the following:

1. Do one of the following:
   a. Press Menu, and then press `Timer`.
   b. Press Timer.
   - The timer either starts or stops.

Transfer

The Transfer feature allows you to transfer calls from your voice terminal to a coworker or to a hotel guest. You cannot transfer a call from the attendant to a coworker or hotel guest.

⚠ SECURITY ALERT:

Social Engineering — "Social Engineering" is a con game that hackers frequently use. It is sometimes referred to as "Operator Deceit." The success of this con requires gullibility or laxity on the part of the operator or employee, of which the hacker takes full advantage. For example, hackers call an employee, claim to have the wrong extension number, and ask to be transferred back to the operator. To the operator, the call appears to be an internal call. The hacker then asks for an outside line. Often, because operators are not trained about toll fraud, they will connect the hacker to an outside line. Another example of social engineering is when a hacker calls the operator and pretends to be a telephone maintenance repair person. They make statements such as: "This is AT&T testing your lines. Please transfer me to 900 or 9#," or "I need to verify your DID number range." An untrained operator may provide the requested transfer or information, giving the hacker more ammunition with which to crack your system.

To transfer the current call, do the following:

1. Press Transfer.
   - The call is placed on hold.
   - You hear a dial tone.
2. Dial the number to which the call is to be transferred.
   - You hear a ringback tone.
3. Remain on the line and announce the call; if there is no answer or the line is busy, return to the held call by pressing the held call appearance button.
4. Press Transfer again.
   - The call is transferred.
5. Go on-hook.

Volume Control

The volume control on your voice terminal can be adjusted to eight different volume levels for the ringer, the speaker, and the handset. This is done by pressing the Volume button when a call is ringing, when using the speaker, or when using the handset. Pressing the right side of the Volume button increases the volume, and pressing the left side of the Volume button decreases the volume. As you adjust the volume, the display shows the volume setting for the device you are adjusting:

```
a=
          RINGER  L>>>>>>  H
```